

NOAALINK EXAMPLE

STATEMENT OF OBJECTIVES

IT Service Support

I. INTRODUCTION

The National Oceanic and Atmospheric Administration (NOAA), which plays several distinct roles within the Department of Commerce (DOC), is focused on the condition of the oceans and the atmosphere. NOAA is comprised of various Line, Staff, and Program Offices that serve as vital contributors to NOAA's mission.

NOAA's Information Technology organizations oversees activities in IT security, information systems operations, and information systems development and modernization. Specialized technical expertise to support these activities is required in security certification and accreditation and continuous monitoring of national critical information systems, earned value and portfolio analysis of complex programs, and engineering support for data networks and telecommunications that span across the enterprise.

Given the rapidly changing IT infrastructure and operations supported by NOAA, with the addition of program management and potential consolidation activities, it is critical that the senior management within this organization have access to the latest information on enterprise IT support and services.

NOAA also promotes and shapes an effective strategic and operational IT planning process, coordinates the preparation of IT budget and associated materials, oversees selected operational IT systems and services, and is responsible for other assigned programs.

II. SCOPE

This SOO describes the scope of work, objectives, tasks and resources needed to successfully fulfill NOAA's IT support related responsibilities to advance the organization's mission. As a result, NOAA must establish these capabilities in order to better collaborate with its business partners, prioritize IT projects, select high value opportunities to enhance services, and effectively and efficiently operate the organization's IT resources. NOAA requires information technology services in enterprise architecture, strategic planning, technical operations and maintenance, portfolio management, cost reduction methodologies, business case analyses, and a variety of IT ad hoc requests.

- Systems engineering, software, and hardware
- Systems architecture, systems analysis, and systems design
- Multiple programming languages
- Computer hardware upgrades, i.e. servers, network components, desktops
- Multiple operating systems
- Implementation of a Service Oriented Architecture
- Engineering and/or scientific expertise

III. TASK OBJECTIVES STATEMENT

The overarching objectives of the support described in this SOO are to:

- Facilitate the development, deployment, operation and expansion of critical standard, services and infrastructure
- Document IT guidelines and technical standards to ensure ease of implementation by partners
- Ensure that technical projects are executed on schedule, within budget, and in accordance with technical requirements
- Assist in the planning for future services and infrastructure

IV. REQUIREMENTS

The task requirements are:

- Software and systems support in analyzing, troubleshooting, testing and making recommendations related to systems environment
- Perform configuration, systems programming, installation and other system administration functions as necessary
- Software engineering support in the integration of existing baseline and non-baseline software into the systems environment
- Troubleshoot, diagnose, and resolve outages and other problems with web servers, data processing servers, and database servers
- Ensure all systems are Federal Information Security Management Act (FISMA) compliant
- Serve as the third party security assessor for Security Authorization process and assist in preparing required documentation packages
- Support field System Administrators to maintain NOAA baseline security configurations on systems and check if all the security patches and service packs are appropriately installed on systems
- Perform system utilization analysis and feasibility studies for system upgrade projects
- Assist in preparing security plans, policies, guidelines, and standards for systems and system users in order to implement NOAA security directives and policies

V. CONSTRAINTS AND RISKS

1. Future budgets are unknown and may impact the successful continuation or completion of this statement of objectives.
2. General government participation and involvement may be limited due to other competing corporate priorities.
3. NOAA does not have a mature ITIL process. NOAA does not have a documented “as-is” or “to-be” enterprise architecture.

VI. DELIVERABLES

<u>Deliverable</u>	<u>Frequency</u>	<u>Medium/Format/# of Copies</u>	<u>Submit To</u>
Kick Off Meeting	Within 20 days of award	1	Consult with TM, COR, and CO to schedule
Project Management Plan	Within 30 days of award	1 copy submitted via email	TM, COR
Monthly Activity Report	By the 15th of every month	via email	noaalink.invoice@noaa.gov
IT Guidelines and	As required	via email	TM, COR

Technical Standards			
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VII. TYPE OF ORDER

The government anticipates this SOO will result in a Firm Fixed Price (FFP) contract.

VIII. PERIOD OF PERFORMANCE

Base Period: September 24, 2012 to September 23, 2013

Option Period I: September 24, 2013 to September 23, 2014

Option Period II: September 24, 2014 to September 23, 2015

The Government reserves the right to extend the term of this contract at the prices set forth in Section B in accordance with the terms and conditions contained in clause 52.217-9 entitled, "Option to Extend the Term of the Contract".

IX. PLACE OF PERFORMANCE

The primary place of performance is as follows:

National Oceanic and Atmospheric Administration
1335 East West Highway
Silver Spring, MD 20910

Some activities within this statement of objectives may be performed at other locations rather than the primary place of performance. The contractor must seek Contracting Officer (CO) approval for any location not designated as the primary place of performance and for any remote work arrangements.

X. RECOGNIZED HOLIDAYS

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

In addition to the days designated as holidays, the Government observes the following days:

Any other day designated by Federal Statute

Any other day designated by Executive Order

Any other day designated by a President's Proclamation

It is understood and agreed between the Government and the contractor that observance of such days by Government personnel shall not otherwise be a reason for an additional period of performance, or entitlement to compensation except as set forth within the contract. If a contractor believes that an unplanned absence has an impact on the price or period of performance, it should notify the contracting officer (CO) of the changed condition and submit a claim for equitable adjustment (see FAR 52.233-1).

Nothing in this clause abrogates the rights and responsibilities of the parties relating to "stop work" provisions as cited in other sections of this contract.

XI. TRAINING AND TRAVEL

Although the contractor is expected to provide a fully trained workforce to the government, there is a possibility that training will be required for a proprietary system. To ensure that the contractor is reimbursed for training, all training plans must be communicated to, and approved by, both the TM and COR prior to the commencement of training.

Travel may be required for this task. Any travel will be on a not-to-exceed basis and reimbursed in accordance with the Federal Travel Regulations.

XII. GOVERNMENT FURNISHED PROPERTY/INFORMATION

In accordance with Section G.5 (CAR Clause 1352.245-70, Government Furnished Property) of the Contract, while working at the Headquarters NOAA Silver Spring Offices, the Contractor shall be provided the use of a shared or dedicated work space for the purpose of conducting interviews, including but not limited to the necessary furniture, desk, and telephone as deemed appropriate by the Government.

XIII. CONTRACTING OFFICER'S REPRESENTATIVE AND TASK MANAGER

In accordance with Section G.2 (CAR Clause 1352.201-72, Contracting Officer's Technical Representative and Assistant COTR), the designated COR for this order will be provided at time of award.

Task Manager: Jane Doe, NOAA

Email: jane.doe@noaa.gov

Phone: (301) 000-0000

XIV. SECURITY REQUIREMENTS

The systems supported under this task are Medium security. The suitability or risk level of this work has been determined to be: Medium. As such, the contractor shall pre-screen their employees to eliminate anyone who does not meet the following criteria: The prospective employees must be U.S. and Foreign Nationals.

48 CFR 1352.237-70 - Security Processing Requirements—High or Moderate Risk Contracts (APR 2010)

(a) Investigative Requirements for High and Moderate Risk Contracts. All contractor (and subcontractor) personnel proposed to be employed under a High or Moderate Risk contract shall undergo security processing by the Department's Office of Security before being eligible to work on the premises of any Department of Commerce owned, leased, or controlled facility in the United States or overseas, or to obtain access to a Department of Commerce IT system. All Department of Commerce security processing pertinent to this contract will be conducted at no cost to the contractor. The level of contract risk will determine the type and scope of such processing, as noted below.

(1) Investigative requirements for Non-IT Service Contracts are:

(i) High Risk—Background Investigation (BI).

(ii) Moderate Risk—Moderate Background Investigation (MBI).

(2) Investigative requirements for IT Service Contracts are:

(i) High Risk IT—Background Investigation (BI).

(ii) Moderate Risk IT—Background Investigation (BI).

(b) In addition to the investigations noted above, non-U.S. citizens must have a pre-appointment

check that includes an Immigration and Customs Enforcement agency check.

(c) Additional Requirements for Foreign Nationals (Non-U.S. Citizens). To be employed under this contract within the United States, non-U.S. citizens must have:

- (1) Official legal status in the United States;
- (2) Continuously resided in the United States for the last two years; and
- (3) Obtained advance approval from the servicing Security Officer of the contracting operating unit in consultation with the DOC Office of Security (OSY) headquarters. (OSY routinely consults with appropriate agencies regarding the use of non-U.S. citizens on contracts and can provide up-to-date information concerning this matter.)

(d) Security Processing Requirement. Processing requirements for High and Moderate Risk Contracts are as follows:

(1) The contractor must complete and submit the following forms to the Contracting Officer's Representative (COR):

- (i) Standard Form 85P (SF-85P), Questionnaire for Public Trust Positions;
- (ii) FD-258, Fingerprint Chart with OPM's designation in the ORI Block; and
- (iii) Credit Release Authorization.

(2) The Sponsor will ensure that these forms have been properly completed, initiate the CD-254, Contract Security Classification Specification, and forward the documents to the cognizant Security Officer.

(3) Upon completion of security processing, the Office of Security, through the servicing Security Officer and the Sponsor, will notify the contractor in writing of an individual's eligibility to be provided access to a Department of Commerce facility or Department of Commerce IT system.

(4) Security processing shall consist of limited personal background inquiries pertaining to verification of name, physical description, marital status, present and former residences, education, employment history, criminal record, personal references, medical fitness, fingerprint classification, and other pertinent information. For non-U.S. citizens, the Sponsor must request an Immigration and Customs Enforcement agency check. It is the option of the Office of Security to repeat the security processing on any contract employee at its discretion.

(e) Notification of Disqualifying Information. If the Office of Security receives disqualifying information on a contract employee, the COR will be notified. The Sponsor, in coordination with the Contracting Officer, will immediately remove the contract employee from duties requiring access to Departmental facilities or IT systems. Contract employees may be barred from working on the premises of a facility for any of the following:

- (1) Conviction of a felony crime of violence or of a misdemeanor involving moral turpitude;
- (2) Falsification of information entered on security screening forms or on other documents submitted to the Department;
- (3) Improper conduct once performing on the contract, including criminal, infamous, dishonest, immoral, or notoriously disgraceful conduct or other conduct prejudicial to the Government, regardless of whether the conduct was directly related to the contract;
- (4) Any behavior judged to pose a potential threat to Departmental information systems, personnel, property, or other assets.

(f) Failure to comply with security processing requirements may result in termination of the contract or removal of contract employees from Department of Commerce facilities or denial of access to IT systems.

(g) Access to National Security Information. Compliance with these requirements shall not be

construed as providing a contract employee clearance to have access to national security information.

(h) The contractor shall include the substance of this clause, including this paragraph, in all subcontracts.